

Market Performance Framework (MPF) Reform

M12, M15 & M18
Dashboard Reporting

Performance Advisory Group – meeting 85
30 April 2025

A photograph of a person's hands typing on a laptop keyboard. The laptop screen displays a presentation slide with the text 'MARKET VALUE ADDED' in large, bold, black letters. Below this text are several horizontal lines and a set of hashtags: '#search #business #concept #keywords #design #innovate'. The background of the slide is a light beige color with a white border around the text area. The laptop is on a wooden desk, and the person is wearing a white shirt sleeve.

MARKET
VALUE
ADDED

#search #business #concept
#keywords #design #innovate

Agenda

	Item	Presenter	Time
1	Welcome & update	Miles Robinson (Chair)	10 mins
2	M12/15 & 18 Dashboard reporting	Subhash Marti	40 mins
3	Upcoming PAG workshops & AOB	Miles Robinson (Chair)	10 mins
			Total: 1 hour

Housekeeping



Welcome all – please introduce yourself in the chat



Demo format – feel free to ask questions as we go



We will allow time for discussion and questions
Questions via mpreform@mosl.co.uk



MOSL Website for [Agenda, Minutes & Slides](#)

Consultation 5 – next steps

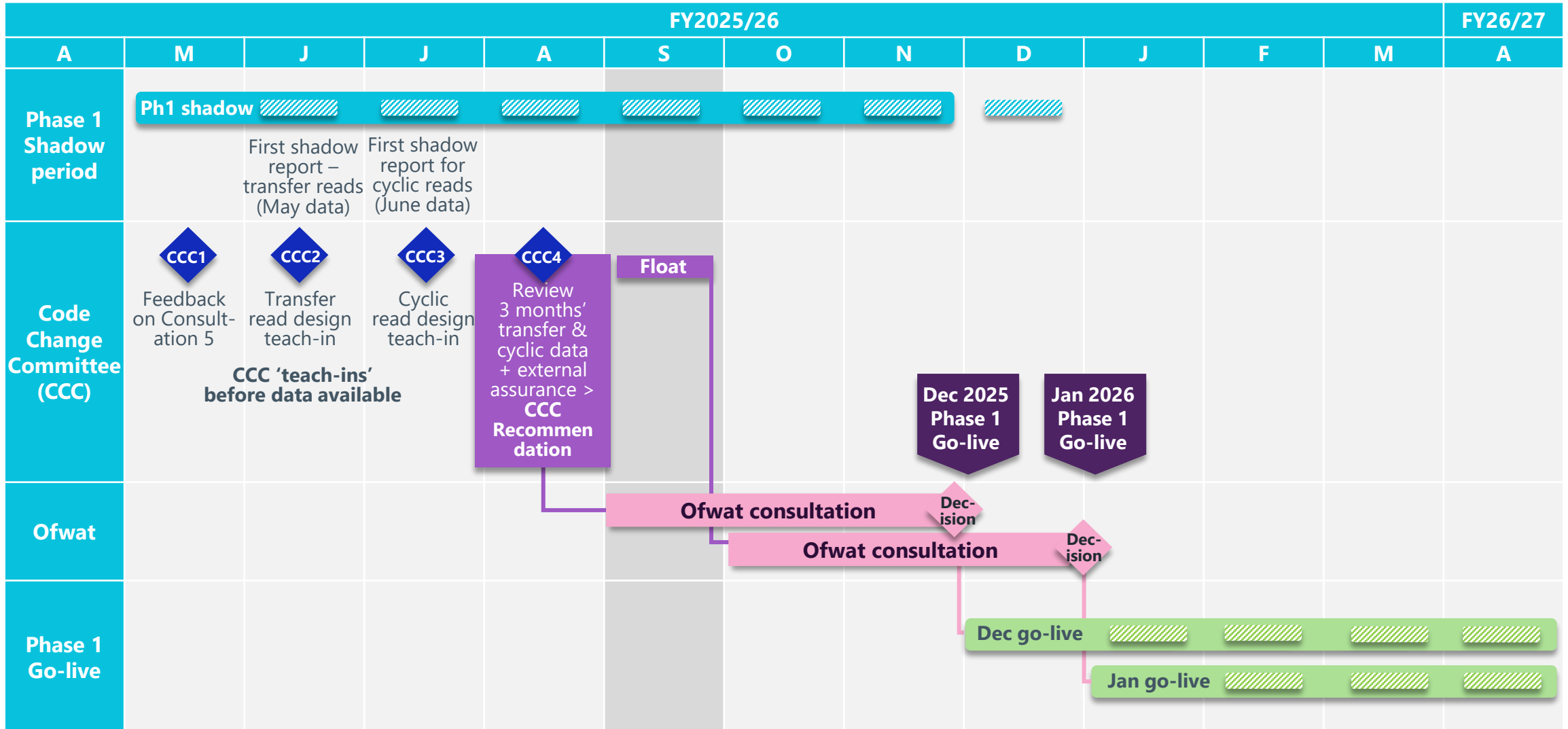
#	Group	Theme	Next steps
1	Plan	Whether underlying data sample used for modelling is sufficient	Complete data set with 3-month “lookback” will be shared with Trading Parties and CCC
2	Plan	Concerns relating to timeline, shadow period or implementation plan	MOSL to present updated plan today
3	Design	Whether M19 (non-market meter reads) should be split into 8 variants (monthly/bi-annual, each with internal/external, traditional/smart variants), or simplified	No change: minded to keep the proposed design of M19
4	Design	Whether M09 (proportion of actual transfer reads) should be a KPI (visible publicly) or ‘Additional Metric’ (PAC only)	Change: minded to change M09 from KPI to Additional Metric
5	Design	Whether M01 (cyclic meter reads of traditional meters) and M02 (cyclic meter reads of smart meters) KPIs should be kept separate or combined	No change: minded to keep M01/M02 as separate KPIs
6	Standards	Whether performance standard for monthly internal M01 (cyclic meter reads of traditional meters) should be reduced to match biannually read meters	Change: minded to reduce the standard for monthly internal M01 KPI only
7	Charges	Whether the performance charge for biannual M19 (non-market meter reads) should be £17.50 as proposed, or lowered to £10 (rationale as per M01)	Change: minded to reduce the charge for biannual M19 only to £10

Consultation 5 – next steps




- Summary of consultation 5 outcomes to be published w/c 5 May
- Key takeaways from F2F event to be considered by mid-May
- Any adjustments to the proposed model will be shared with parties by the end of May
- Revised delivery plan to be signed off by Steering Group and Code Change Committee
- Phase 2 scope and plan to be revised and shared with PAG












































Timeline, shadow and implementation

Revised Phase 1 timeline



MPF progress overview

-  Completed
-  In progress
-  At risk

Part	Deliverables	MOSL	PAG	CAG	Doc Issued	Web-inar	Pre-CCC	CCC	Build	Test	Ofwat	Implement	
Part A	Governance								N/A	N/A			
Part B	Non-financial tools									N/A			
Part C	BR-MeX												
	Phase one: Priority KPIs								Aug 25			Nov 25	Dec 25
	Phase two: Enhancement KPIs								Dec 25			Mar 25	April 26
Part D	Financial tools								July 25			Oct 25	Nov 25
Part E	Market indicators & additional metrics								N/A			N/A	April 26

Part C: delivering in phases



BR-Mex

- **M12** - Proportion of premises address data accuracy
- **M15** - Average lateness of failed SLAs for bilateral Requests
- **M18** - Proportion of SLAs for bilateral requests completed on time

Go live: April 2025

Phase 1: priority KPIs

- **M01** - Cyclic meter reads performed within SLA (biannual/ monthly)
- **M02** - Proportion of smart meters read
- **M04** - Proportion of transfer meter reads performed/ submitted within SLA
- **M06** - Lateness of overdue transfer meter reads
- **M09** - Proportion of transferred SPIDs with estimated reading
- **M19** - Cyclic non-market meter reads performed within SLA (biannual or monthly)

Planned go-live: December 2025

Phase 2: enhancement KPIs

- **M07** - Proportion of consumption from cyclic meter reads performed within the biannual or monthly SLA
- **M08** - Proportion of consumption settled on actuals vs estimates for smart meters
- **M10** - No of Long Unread Meters with outstanding B5 or C1 bilateral
- **M11** - Proportion of complete and accurate customer name/banner name and Standard Industry Classification (SIC) code
- **M13** - Proportion of unassured long-term vacant (LTV) premises
- **M14** - Proportion of meters with credible GIS coordinates
- **M16** - Proportion of deferred ORIDs
- **M17** - Average length of deferrals per ORID
- **M20** - Proportion of consumption from cyclic non-market meter reads performed within the biannual or monthly SLA

Planned go-live: April 2026

Additional metrics & market indicators

Part E: Market indicators & additional metrics

Market indicators

- **M03** – Lateness of overdue cyclic reads
- **M21** – Lateness of overdue cyclic reads for non-market meters
- **M22** – Proportion of long unread meters (LUM)
- **M23** – Proportion of settlement on actuals
- **M24** – Proportion of vacant legacy long unread meters (LLUMs)
- **M25** – G reads created each month
- **M26** – G reads removed each month
- **M27** – Proportion of smart meters
- **M28** – Proportion of consumption covered by smart metering
- **M29** – Settlement parity (estimation accuracy)
- **M30** – Proportion of switches that are rejected
- **M31** – Average vacancy duration
- **M32** – Vacancy churn/clearance
- **M33** – Vacancy performance on new connections
- **M34** – Average premises address data accuracy
- **M35** – Market average proportion of SLAs for bilaterals completed on time
- **M36** – Proportion of market setting on unmetered & assessed consumption
- **M37** – Complaints to Consumer Council for Water (CCW)

Additional metrics

- **M38** – Proportion of Legacy Long Unread Meters (LLUMs)
- **M39** – Proportion of all meters read within 12 months
- **M40** – Avg duration for SPIDs to move from new to partial to tradable
- **M41** – Proportion of bilateral C1, C5 & C7 retailer raised service requests
- **M42** – Number of, and average accuracy from meter accuracy tests
- **M43** – Number of multiple B5 requests on the same meter
- **M44** – Number of meters that have bilateral tasks raised against them
- **M45** – Proportion of ORIDs resubmitted (after rejection & after completion)
- **M46** – Proportion of rejections on the last day of SLA
- **M47** – Level of published commitment to RWG good practice guidance on unplanned events

Agenda

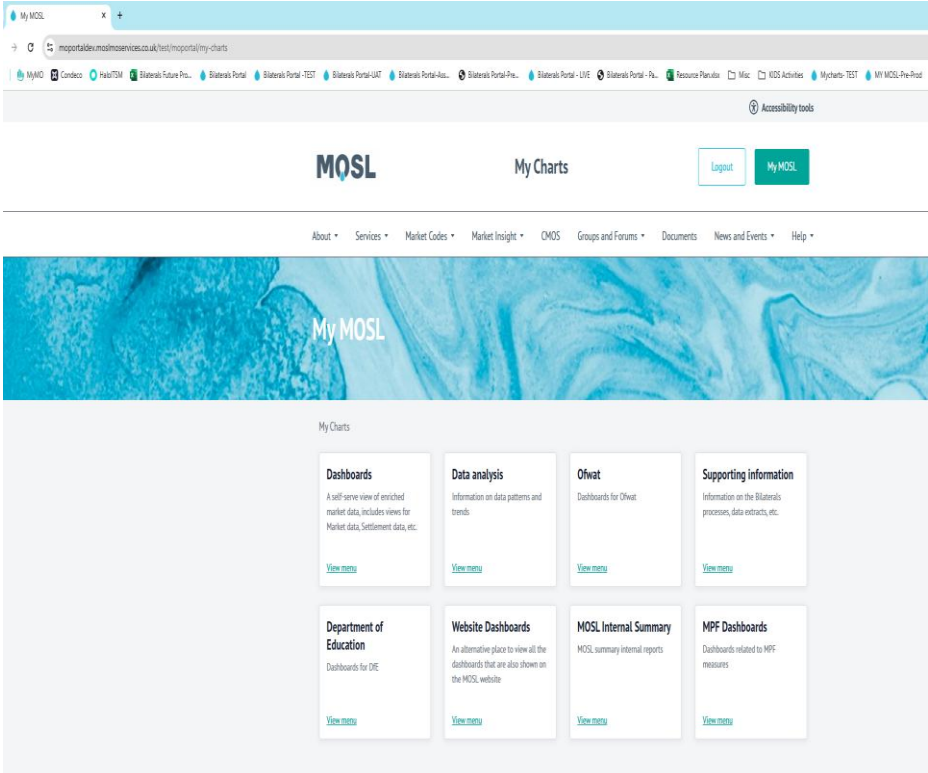
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Purpose of today

- Live demo new reporting dashboards for BR-Mex metrics
- Opportunity for parties to ask any clarification questions on the new dashboards or access
- Capture any feedback on the dashboards ahead of the full metric release in (15th May)
- Any improvement suggestions will be captured on a backlog to look at delivery at a later date (based on their priority and value)
- We recognise that parties may have questions offline, please feel free to contact us via the MyMOSL portal.

End user access

- How to access



- Who can access what

Dashboard	Retailers	Wholesalers	Market view
M12	Can Access Their own data	Can Access Their own data	All the trading parties can access
M15/18	Can Access Their all the summary level data	Can Access Their own data	All the trading parties can access

Trading Party

Number of M18 SLAs
(Tasks)
78K

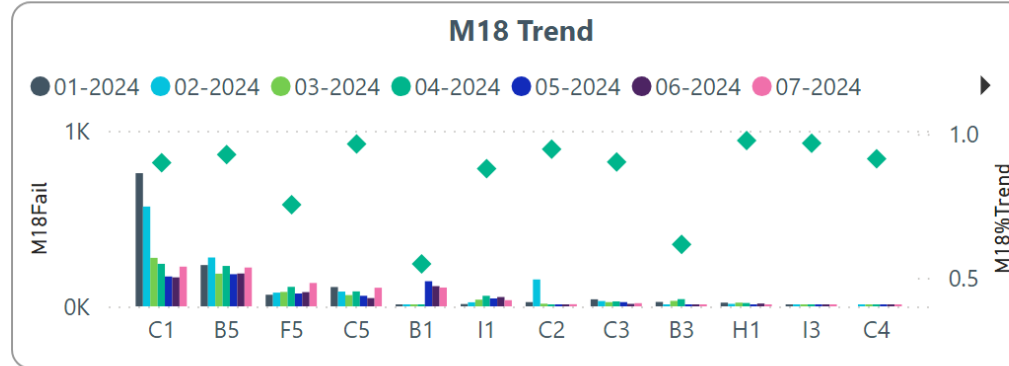
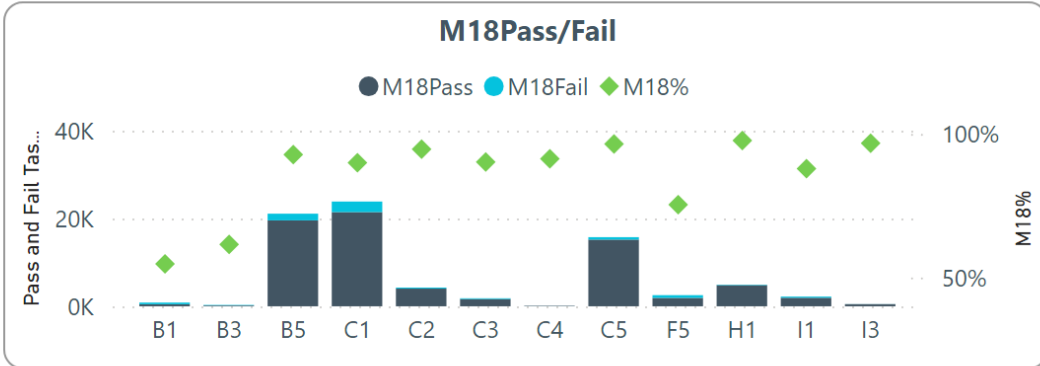
M18 Pass
(Tasks)
72K

M18 Fail
(Tasks)
6,412

M15 SLAs
(Tasks)
20.10K

M18 Performance
91.80%

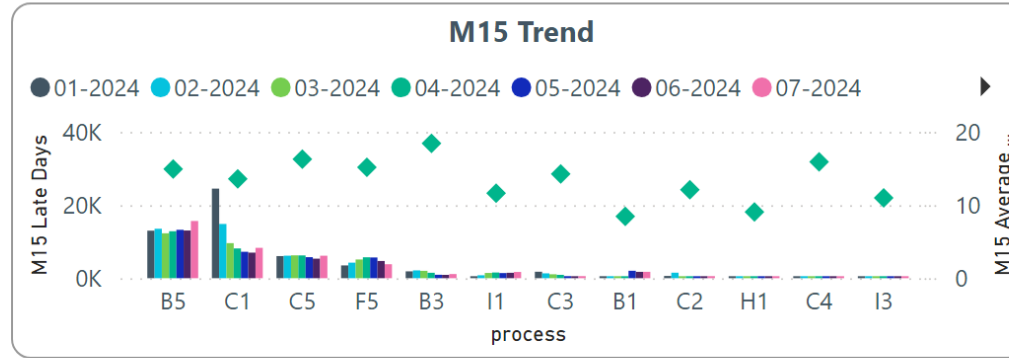
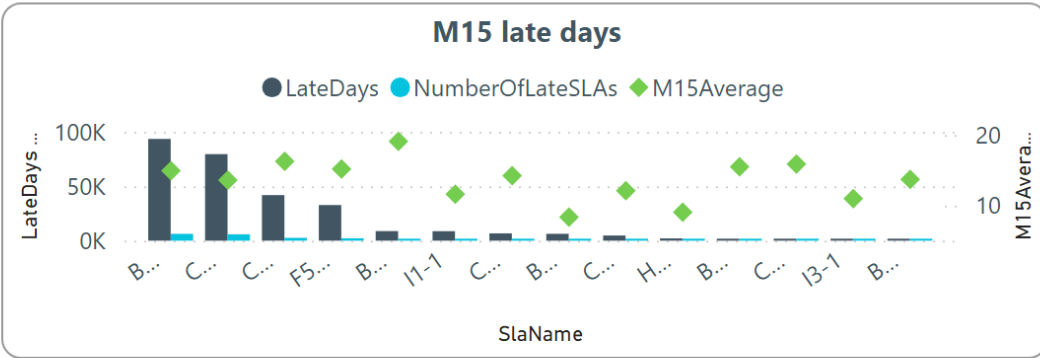
M15 Performance
(Average)
14.31



Period

Grouped by financial year

- Select all
- 2023
- 2024

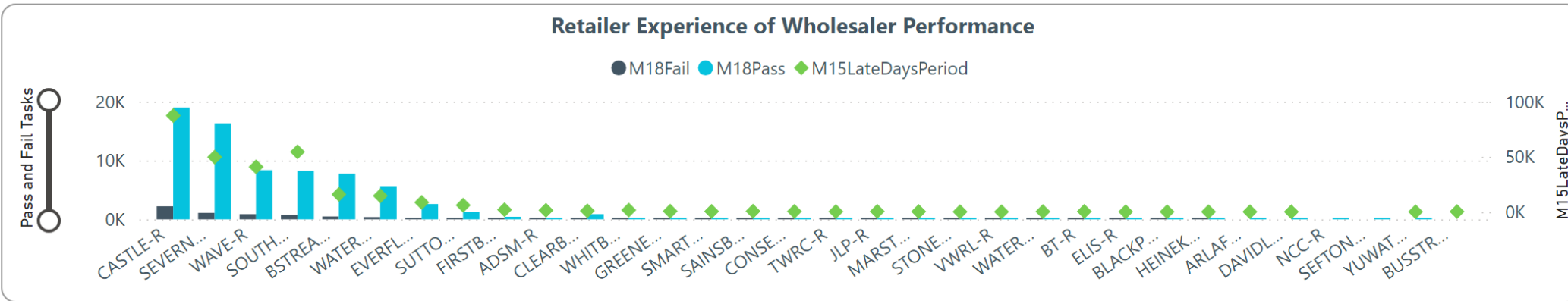


OPS

Grouped by process

Search

- Select all
- B1
- B3
- B5
- C1
- C2
- C3



Retailer

Grouped by type

Search

- Select all
- ADSM-R
- ARLAFOODS-R
- BLACKPOOL-R
- BSTREAM-R
- BT-R
- BUSSTREAM-R
- CASTLE-R

Market Overview - Wholesalers Performance

Number of M18 SLAs
(Tasks)
78K

M18 Pass
(Tasks)
72K

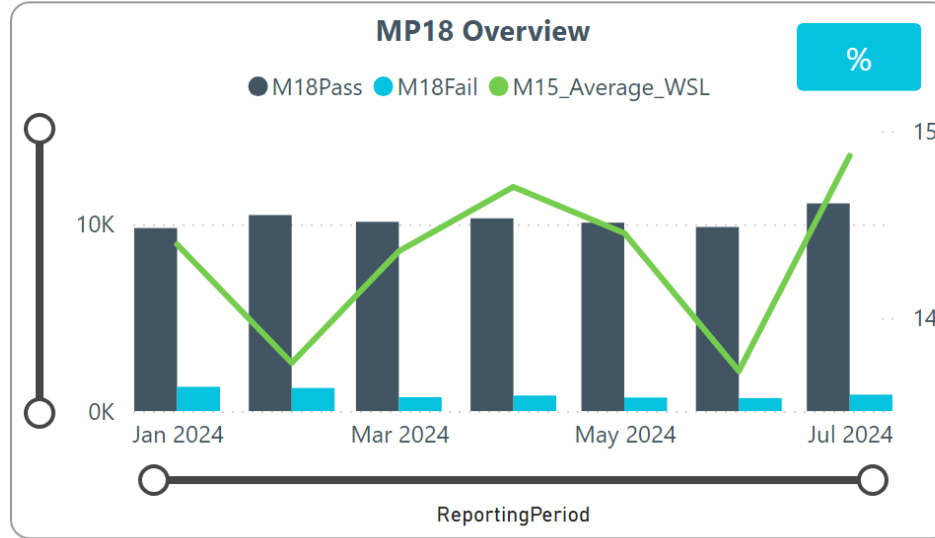
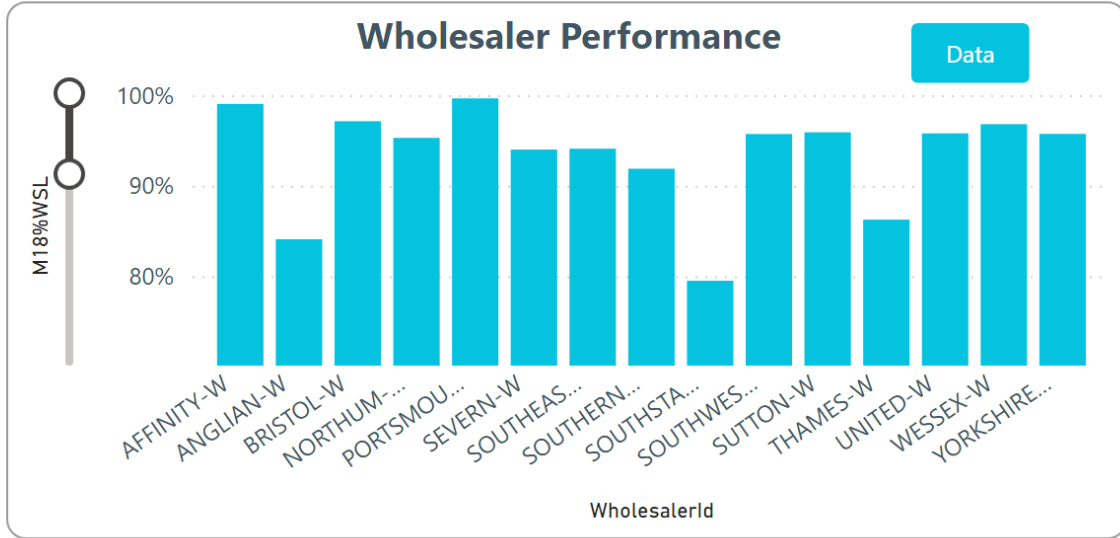
M18 Fail
(Tasks)
6412

M15 SLAs
(Tasks)
20.10K

M18 Performance
91.80%

M15 Performance
(Average)
14.31

Retailers



Period

Grouped by financial year

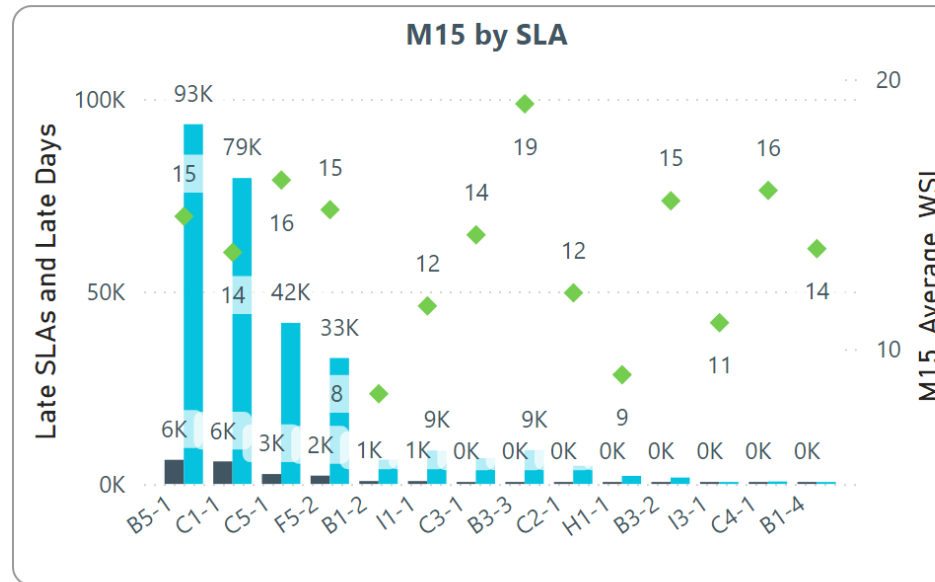
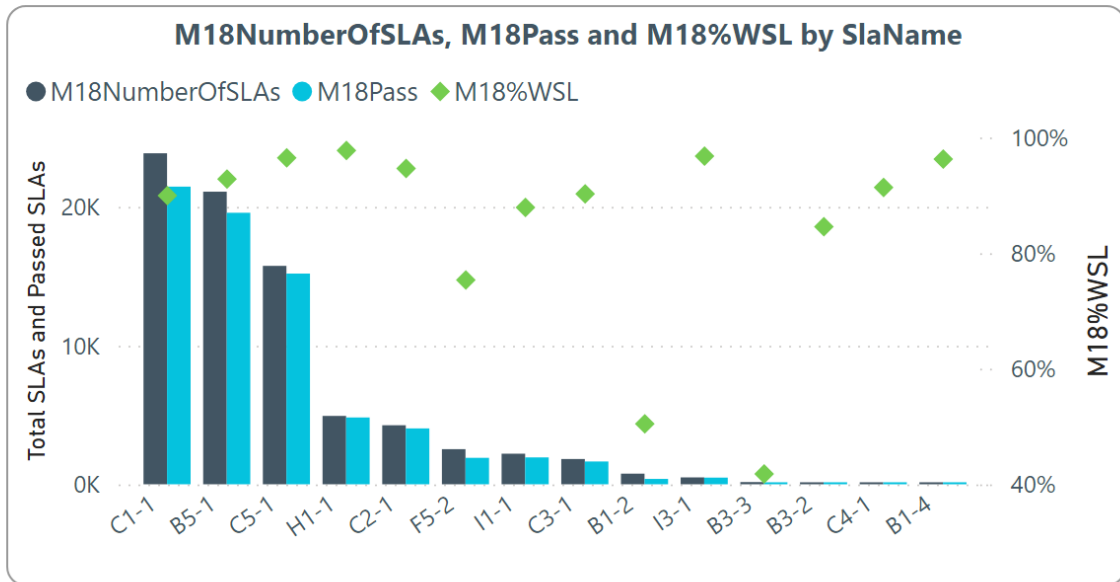
- Select all
- 2023
- 2024

OPS

Grouped by process

Search

- Select all
- B1
- B3
- B5
- C1
- C2
- C3



Wholesalers

Grouped by type

Search

- Select all
- AFFINITY-W
- ANGLIAN-W
- BRISTOL-W
- NORTHUM-W
- PORTSMOUTH-W
- SEVERN-W
- SOUTHEAST-W

Market Overview - Retailer Experience

Number of M18 SLAs
(Tasks)
78K

M18 Pass
(Tasks)
72K

M18 Fail
(Tasks)
6,412

M15 SLAs
(Tasks)
20.10K

M18 Performance
91.80%

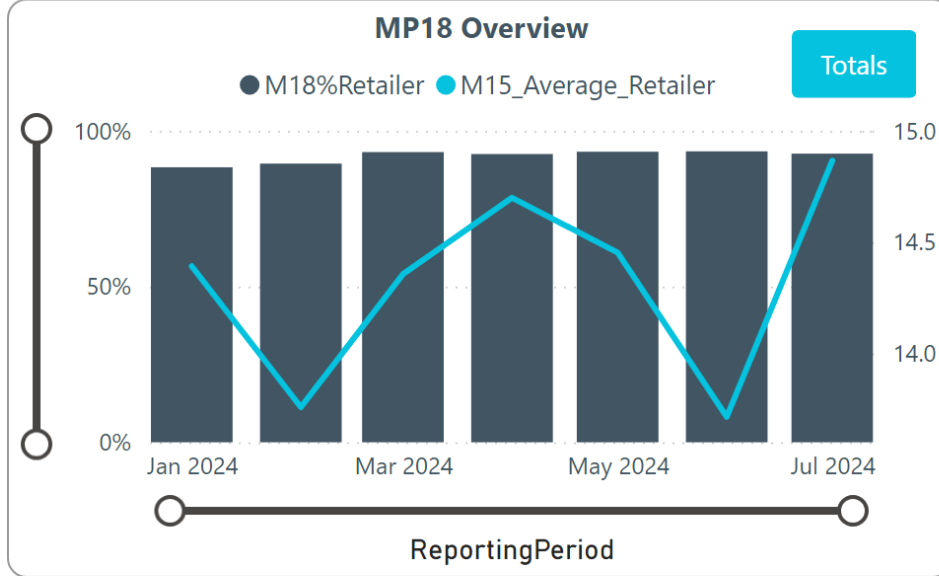
M15 Performance
(Average)
14.31

Wholesalers

Retailer Experience of Wholesaler Performance

Chart

RetailerID	ReportingPeriod	M18NumberOfSLAs	M18Pass	M18Fail	M18%Retailer
ADSM-R	01/01/2024	48	35	13	72.92%
ADSM-R	01/02/2024	35	30	5	85.71%
ADSM-R	01/03/2024	34	27	7	79.41%
ADSM-R	01/04/2024	27	23	4	85.19%
ADSM-R	01/05/2024	25	24	1	96.00%
ADSM-R	01/06/2024	38	34	4	89.47%
ADSM-R	01/07/2024	44	41	3	93.18%
ARLAEFOODS-R	01/01/2024	1	1	0	100.00%
Total		78,172	71,760	6,412	91.80%



Period

Grouped by financial year

- Select all
- 2023
- 2024

OPS

Grouped by process

Search

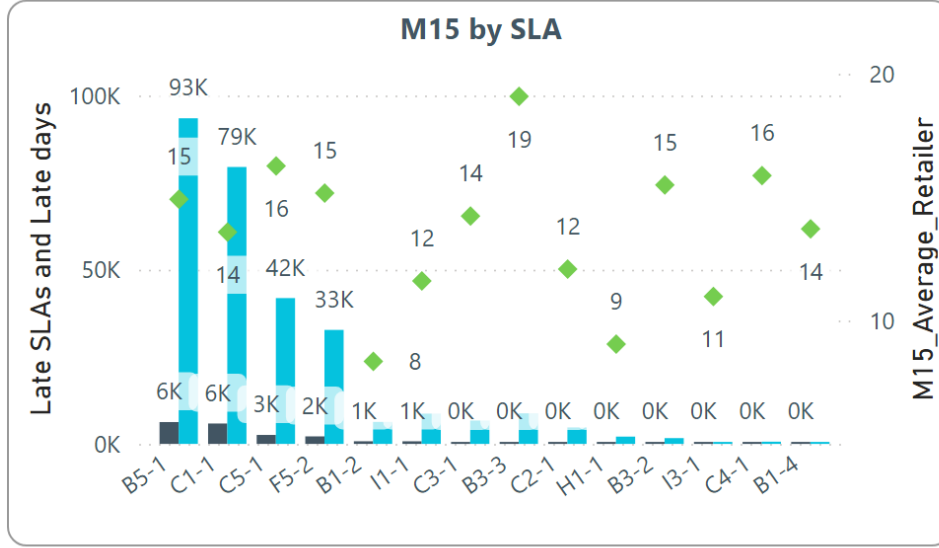
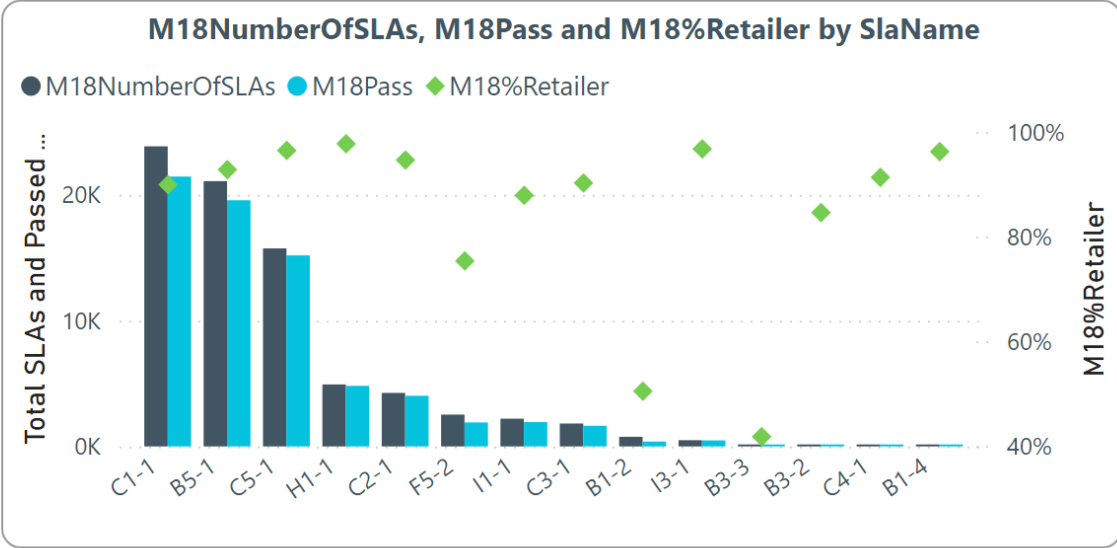
- Select all
- B1
- B3
- B5
- C1
- C2
- C3

Wholesalers

Grouped by type

Search

- Select all
- AFFINITY-W
- ANGLIAN-W
- BRISTOL-W
- NORTHUM-W
- PORTSMOUTH-W
- SEVERN-W
- SOUTHEAST-W



Wholesaler Summary

Total SPIDs
36.97K

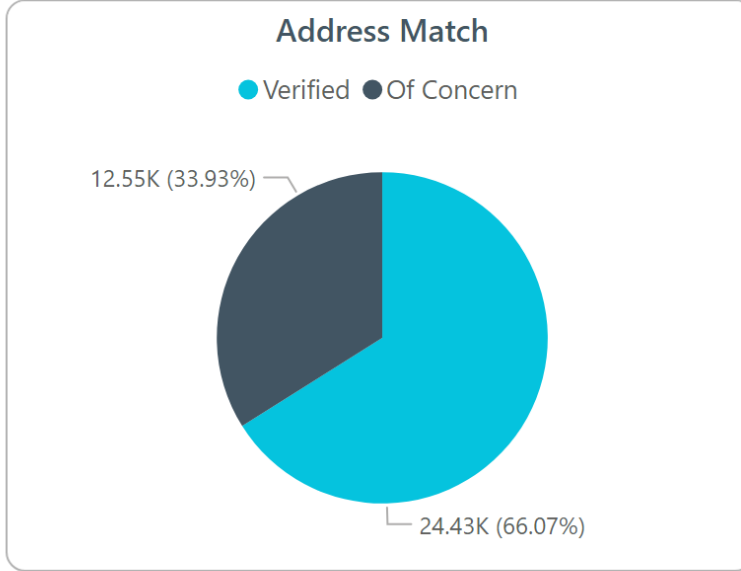
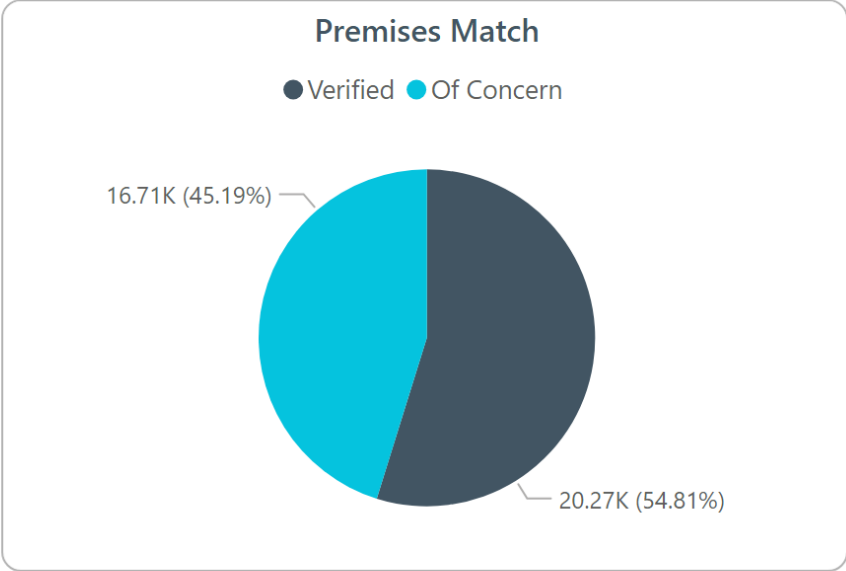
Total Premises Verified
20.27K

Total Address Verified
24.43K

Total UPRN Verified
26.42K

Total VOA Verified
28.15K

Address dashboard



VOA status

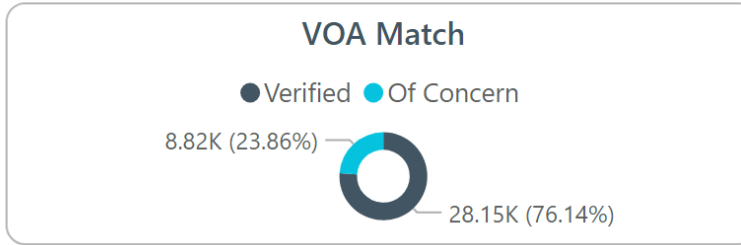
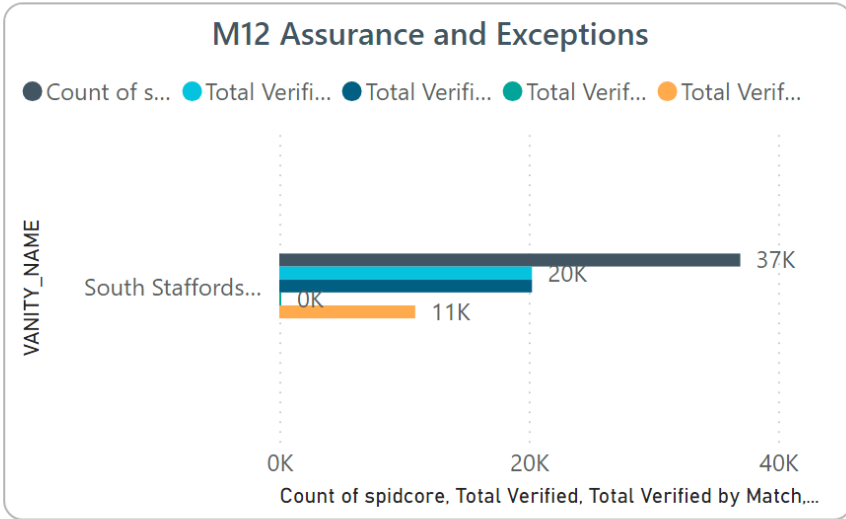
Search

- Select all
- Appended
- Confirmed
- Conflicting

UPRN status

Search

- Select all
- Appended
- Confirmed
- Conflicting
- None Found
- Unconfirmed



Of Concern

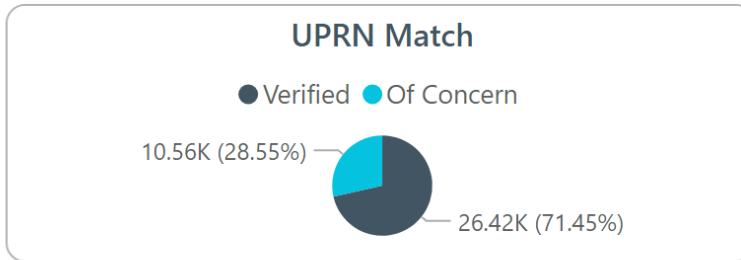
Search

- Select all
- Address-Concern
- Address-UPRN-Concern
- Address-UPRN-VOA-Conc...
- Address-VOA-Concern
- No-Concern
- UPRN-Concern
- UPRN-VOA-Concern
- VOA-Concern

Long UnRead

Search

- Select all
- longunread
- No



Occupancy Status

All

Retailers

Search

- Select all
- NAV
- Retailer
- Self-supply

Meter Size

All

Wholesalers

Search

- Select all
- NAV
- WaSC
- Anglian Water
- Northumbrian Wat...

Total SPIDs
1.26M

Total Premises Verified
563.71K

Total Address Verified
873.52K

Total UPRN Verified
740.83K

Total VOA Verified
744.50K

Premises Address Summary

M12 Metric Calculation

Wholesaler	Verified	%	Concern	%	Total SPIDs
SOUTHSTAFF-W	20,265	54.81%	16,706	45.19%	36,971
SOUTHERN-W	26,697	53.98%	22,759	46.02%	49,456
THAMES-W	96,634	52.61%	87,061	47.39%	183,695
UNITED-W	114,463	51.76%	106,686	48.24%	221,149
YORKSHIRE-W	60,907	50.10%	60,671	49.90%	121,578
AFFINITY-W	31,971	49.86%	32,149	50.14%	64,120
NORTHUM-W	45,398	49.31%	46,669	50.69%	92,067
ANGLIAN-W	51,166	45.50%	61,281	54.50%	112,447
SOUTHEAST-W	18,379	43.18%	24,184	56.82%	42,563
PORTSMOUTH-W	4,644	35.62%	8,395	64.38%	13,039
DWRCYMRU-W	45	35.16%	83	64.84%	128
SOUTHWEST-W	19,022	32.34%	39,795	67.66%	58,817
WESSEX-W	10,062	30.22%	23,232	69.78%	33,294
SEVERN-W	56,813	29.67%	134,664	70.33%	191,477
ALBION-W	4	28.57%	10	71.43%	14
DEEVALLEY-W	3	25.00%	9	75.00%	12
SSE-W	86	24.71%	262	75.29%	348
BRISTOL-W	6,107	23.93%	19,415	76.07%	25,522
Total	563,712	44.77%	695,436	55.23%	1,259,148

Verified Breakdown

Total SPIDs 36.97K	Total Premises Verified 20.27K	Total Address Verified 24.43K	Total UPRN Verified 26.42K	Total VOA Verified 28.15K
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Verified All M12a

Address Match		Verified	
Wholesaler	Total	% Address Verified	SPID core
SOUTHSTAFF-W	24,425	66.07%	

Verified UPRN M12b

UPRN Match		Verified	
Wholesaler	Total	% UPRN Verified	SPID core total
SOUTHSTAFF-W	26,415	71.45%	36,971

Verified VOA M12c

VOA Match		Verified	
Wholesaler	Total	% VOA Verified	SPID core
SOUTHSTAFF-W	28,151	76.14%	

Retailers

Search

Select all

NAV

- Albion Eco
- Albion Water
- Castle Water
- County Water
- Icosa Water
- Independent Wate...
- Leaf Water
- Leep
- Leep Water
- Matrix Water Retail
- MUA Water

Wholesalers

Search

Select all

NAV

- Advanced Water In.
- Albion Eco
- Albion Water
- County Water
- ESP Water
- Icosa Water
- Independent Wate...
- Leep Networks
- Leep Water
- Matrix Water
- MUA Water

Of Concern Breakdown

Total SPIDs
36.97K

Total Address Of Concern
12.55K

Total UPRN Of Concern
10.56K

Total VOA Of Concern
8820

M12 Metric Of Concern Breakdown

Wholesaler	UPRN_VOA_Address_concern	Of Concern % Score	UPRN_VOA_concern	Of Concern % Score	UPRN Concern	Of Concern % Score	VOA Concern	Of Concern % Score
SOUTHSTAFF-W	5990	16.20%	6257	16.92%	10,556	28.55%	8,820	
Total	5990	16.20%	6257	16.92%	10,556	28.55%	8,820	

Retailers

Search

Select all

^ NAV

- Albion Eco
- Albion Water
- Castle Water
- County Water
- Icosa Water
- Independent Wate...
- Leaf Water
- Leep
- Leep Water
- Matrix Water Retail
- MUA Water

Wholesalers

Search

Select all

^ NAV

- Advanced Water In.
- Albion Eco
- Albion Water
- County Water
- ESP Water
- Icosa Water
- Independent Wate...
- Leep Networks
- Leep Water
- Matrix Water
- MUA Water

Dashboard Assurance

Total SPID Cores
36.97K

Total Verified
20.27K

Total Verified By Match
16.30K

Total Verified by Assurance
12

Total Verified By Exception
10.90K

M12 Verified by Assurance and Exceptions

Wholesaler	Total SPIDcore	Total Verified	Verified_By_Match	Total Verified by Assurance	Total Verified by Exception
SOUTHSTAFF-W	36,971	20,265	16302	12	10,485
Total	36,971	20,265	16302	12	10,485

Verified by Reason Codes

Wholesaler	Total SPIDcore	UPRN Reason code Verified	VOA Reason Code Verified
SOUTHSTAFF-W	36,971	4,242	10,485
Total	36,971	4,242	10,485

Retailers

Search

- Select all
- NAV
- Albion Eco
 - Albion Water
 - Castle Water
 - County Water
 - Icosa Water
 - Independent Wate...
 - Leaf Water
 - Leep
 - Leep Water
 - Matrix Water Retail
 - MUA Water

Wholesalers

Search

- Select all
- NAV
- Advanced Water In.
 - Albion Eco
 - Albion Water
 - County Water
 - ESP Water
 - Icosa Water
 - Independent Wate...
 - Leep Networks
 - Leep Water
 - Matrix Water
 - MUA Water

MOSL



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2	M12/15 & 18 Dashboard reporting	Subhash Marti	1hr 40 mins
3	Upcoming PAG workshops & AOB	Miles Robinson (Chair)	10 mins
			Total: 2 hours

Upcoming PAG workshop(s) & AOB

Date	For discussion	Detail
30/04/2025	M12/15 & 18 Dashboard reporting	
07/05/2025	Break*	
14/05/2025	TBC	

**Subject to change*

MOSL



MOQL

AOB

